

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Administrator

1200 New Jersey Avenue SE.
Washington, DC 20590

November 12, 2010

[REDACTED]

Boca Raton, FL [REDACTED]

NVS-216 nam
Ref. No. 10294121

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 Toyota Matrix. Your correspondence to the President was forwarded to the U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) for response.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. In your letter you indicated that you filed a prior complaint with NHTSA. We responded on September 20, with a general form letter under reference number 10294121 due to the overwhelming number of letters received this year. Please be assured that your information has been entered into our complaint database. Your complaint will be reviewed. If necessary, we will follow up by contacting you using the reference number. Otherwise the information is used to identify safety-related defect trends. We apologize for any confusion this may have caused you.

We understand your concern for the unintended acceleration you experienced in your vehicle that caused your crash. Your MY 2009 Toyota Matrix is included in the recall initiated by Toyota (NHTSA Safety Campaign No. 10V-017) regarding sticking accelerator pedals. If you have not done so, please contact your local Toyota dealership to have the recall remedy completed on your vehicle. NHTSA has opened a recall query (RQ 10-003, summary enclosed) requesting additional information from Toyota to more fully understand and evaluate, among other things, whether the scope of the recall identified (makes, models, and model years) is sufficiently broad and the recalls were done in a timely manner. As the investigation continues, NHTSA will fully investigate any possible defect trends in these vehicles regardless of whether pedal entrapment, a sticky accelerator pedal or electronic throttle control systems appear to be an issue.



ES10-006651

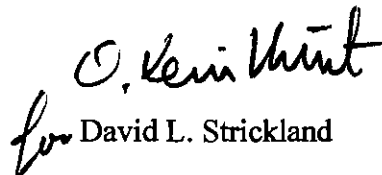
NHTSA is now undertaking a comprehensive look into the safety of electronic throttle control systems in all vehicles sold in the United States equipped with that technology. The National Academy of Sciences is examining the broad subject of unintended acceleration and electronic vehicle controls across the entire automotive industry. Separately, the agency has enlisted National Aeronautics and Space Administration scientists with expertise in areas such as computer controlled electronic systems, electromagnetic interference, and software integrity to help examine the issue of unintended vehicle acceleration in Toyota vehicles. If either study should identify a potential safety-related defect, an investigation will be opened.

As for your request to be reimbursed for the cost of your vehicle repairs, hospital bills, and increased insurance premiums, this is not under our jurisdiction. We recommend you contact your local Consumer Protection Agency, Better Business Bureau, or the Florida Office of the Attorney General regarding your rights under State law.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,


for David L. Strickland

Enclosure

cc: The White House